Comox Valley REGIONAL DISTRICT

Agenda

Notice of meeting of the
LIQUID WASTE MANAGEMENT PLAN
JOINT TECHNICAL AND PUBLIC ADVISORY COMMITTEES (TACPAC)
Tuesday, November 13, 2018
Boardroom, 600 Comox Road
9:00 am – 12:00pm

ITEM, TIME	DESCRIPTION	OWNER
1.1 9:00-9:05	Call to Order	Allison Habkirk
1.2 9:05-9:10	Welcome	Marc Rutten
1.3 9:10-9:20	Introductions Brief round the table	Allison Habkirk
1.4 9:20-9:30	Description of CVRD Wastewater System What is it? What is not?	Kris La Rose
1.5 9:30-9:50	Purpose – why are we here? To find solutions for three main issues facing the CVRD wastewater system: • Conveyance – find the best way to resolve the environmental risk along Willemar Bluff and the conveyance capacity limitations, • Treatment – deciding the capacity and effluent quality requirements of future treatment upgrades, • Resource Recovery – identifying possibilities for beneficial recovery and re-use of resources from wastewater. Process- How are we going to do it? An LWMP process.	Kris La Rose
1.6 9:50-10:05	What is an LWMP? Role and expectations of the BC Ministry of Environment	Bryan Vroom, MoE
1.7 10:05-10:15	Public consultation in the LWMP process	Christianne Wile
1.8 10:15-10:30	Implementation of the LWMP process: • Stage 1, 2 and 3 • Role of the PAC • Role of the TAC • Role of Technical Consultants • Role of Staff • Committee process, terms of reference	Paul Nash
Break 10:30-10:40		

ITEM, TIME	DESCRIPTION	OWNER
1.9 10:40-11:00	Presentation by Technical Consultants WSP Inc. • Who we are and what we do • Past involvement in the CVRD wastewater system • What we will be doing in this LWMP o Technical analysis o Cost estimating o Report preparation	WSP
1.10 11:00-11:20	The road map for 2018 and 2019 Stage 1&2 LWMP. Four major parts; 1. Develop the goals and objectives 2. Develop a long list of options for conceptual study, evaluate to create the short list 3. Detailed study of the short list, evaluate to select preferred option(s) 4. Reporting – capture all the information in a Stage 1 and 2 LWMP Report	Paul Nash
1.11 11:20-11:30	Preview of Meeting #2 • An "ideas" session to develop the goals and objectives of successful solutions • Homework and background reading	Paul Nash & Allison Habkirk
1.12 11:30- 12:00	Round Table discussion	Allison Habkirk
1.13 12:00	Adjournment	Allison Habkirk

Attachments

Summary of TACPAC meeting schedule
Briefing Notes
Conveyance
Treatment
Resource Recovery
Comox Valley Sewerage Service LWMP Public Consultation Plan
BC Guidelines for preparing Liquid Waste Management Plans
https://www2.gov.bc.ca/gov/content/environment/waste-management/sewage/liquid-waste-management-plans
CVRD Sewer system https://www.comoxvalleyrd.ca/services/sewer

Summary of TACPAC meeting schedule

TACPAC Meeting #	Theme	Purpose
1. Nov 13, 2018	Introduction	Introductions, explain process and purpose
2. Nov 23, 2018	Goals	Develop goals
3. Dec 11, 2018		Review and recommend goals
4. Jan 17, 2019 (TBC)	Long List Options	Develop long list options
5. Feb 7, 2019		Review and recommend options for conceptual study
6. Mar 21, 2019		Evaluate to shortlist, recommend options for detailed study
7. June 13, 2019	Short List Options	Discuss studies of shortlist options, evaluate to preferred option(s)
8. June 27, 2019		Review evaluation, final recommendation of preferred options
9. Oct 2019 TBD	LWMP Report	Review draft Stage 1 and 2 report
10. Nov 2019 TBD		Approve Stage 1 and 2 report

Comox Valley REGIONAL DISTRICT

Briefing note

COMOX VALLEY SEWERAGE SERVICE LIQUID WASTE MANAGEMENT PLAN / CONVEYANCE
November 8, 2018

WHAT IS CONVEYANCE?

In the wastewater context, "conveyance" is the transport of collected wastewater to the treatment facility. There are three main parts to conveyance infrastructure;

1. Large diameter gravity sewer pipelines, called Trunk Mains,
2. Pumping stations,
3. Pressure sewer pipelines, called Force Mains.

Generally, it is desirable to do as much conveyance by gravity as possible, but geography and sometimes the progression of sewer development, often dictate the use of pump stations and force mains.

COMOX VALLEY REGIONAL DISTRICT (CVRD) CONTEXT

In the Comox Valley area, the collection system is owned by the municipalities of City of Courtenay and Town of Comox, and the CVRD is responsible for conveyance, treatment and effluent disposal, and these facilities comprise the Comox Valley Sewerage System (CVSS)

The primary collection point from the City of Courtenay is the Courtenay Pump Station, from where the wastewater is conveyed to the Comox Valley Water Pollution Control Centre (CVWPCC) through a large diameter forcemain that follows Comox Road through the K'ómoks First Nation (KFN), along the shoreline from the Courtenay River Estuary to Goose Spit, along Willemar Bluff and then on to the CVWPCC. Water collected from KFN is pumped into this forcemain, as is water collected from the Town of Comox, at the Jane Place Pump Station. Water from the Department of National Defense area drains to the CFB Comox Pump Station to be pumped directly to the CVWPCC, as do flows from the small Colby Road Pump Station, without passing through the large foreshore forcemain. See the attached Map titled "Comox Valley Sewerage Service Infrastructure" for a review of existing infrastructure.

The conveyance system presents several distinct challenges for the present and future operation of the CVSS;

1. The section along Willemar Bluff has been deteriorating and poses significant environmental and operational risks,
2. The Courtenay and Jane Place Pump Stations are at or near operating capacity during peak wet weather events,
3. Significant future population growth is expected which will exacerbate these issues.

To accommodate growth and reduce the load on this forcemain, CVSS developed three separate conveyance upgrade projects:

1. The Greenwood Trunk Regional Sewer Line, which will gravity feed water from part of East Courtenay through the CFB Comox Pump Station directly to the CVWPCC, thus removing load from the Courtenay Pump Station (The Greenwood Trunk is installed and nearing completion).

2. The Hudson Trunk Regional Sewer Line, which will redirect wastewater from another part of East Courtenay to the CFB Comox Pump Station, further removing load from the Courtenay Pump Station (The Hudson Trunk is installed and nearing commissioning).
3. The Comox No.2 Pump Station, which would take the entire flow of the foreshore forcemain near Goose Spit and re-route this to a new pump station and new overland forcemain to the CVWPCC. This would allow for the abandonment of the Willemar Bluff section of forcemain (The Comox No. 2 Pump Station project is on hold pending the outcome of this Liquid Waste Management Plan (LWMP) process).

COMOX NO.2 PUMP STATION PROJECT

The Comox No.2 project was initially conceived in 2005 in response to the exposure of the forcemain along Willemar Bluffs by wave action in 2003. The project was further supported during the sewer master planning process as a way to decommission the Willemar Bluffs section of forcemain by instead redirecting the wastewater flows through a new in-line pump station up and over the Comox Peninsula directly overland to the CVWPCC.

In January 2017 the CVRD initiated an indicative design process for delivery of the Comox No.2 project. In parallel with that work, several investigations were undertaken to resolve potential red flags associated with the project, including the condition of the foreshore forcemain that would remain in service, and the risk to local groundwater from the project.

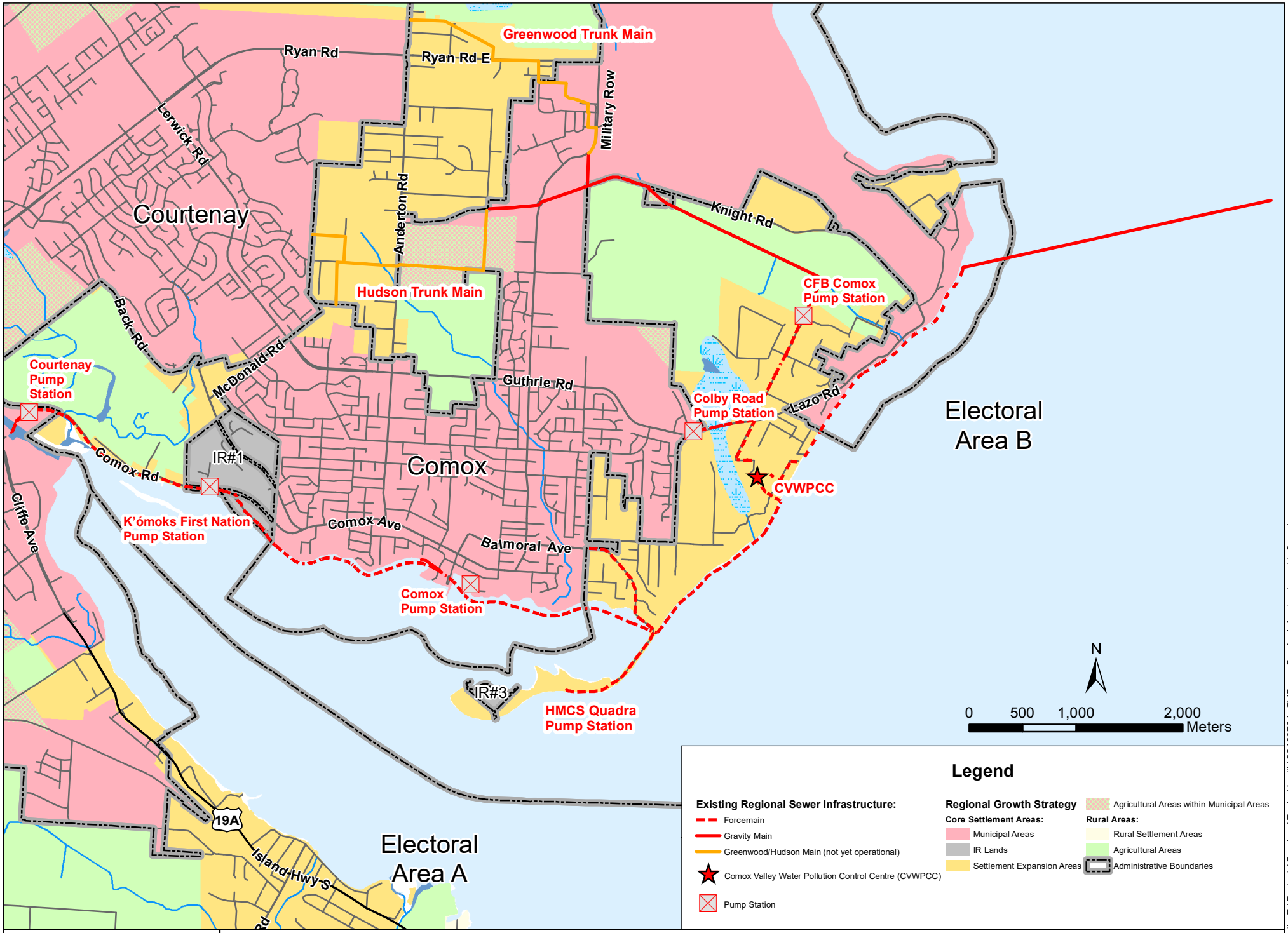
In October 2017 the results of these investigations were presented and it was concluded that;

- Capital and lifecycle costs associated with the Comox No.2 Pump Station would be significantly higher than previously understood,
- Addition of an inline booster style pump station like Comox No.2 into the sewer conveyance system would increase the risk of overflow at the Courtenay and Jane Place Pump Stations,
- Installation of a new, direct overland forcemain from the Courtenay Pump Station to the CVWPCC could be a more cost effective solution over the long term,
- The condition of the foreshore forcemain, including the Willemar Bluffs section, is better than expected which has provided time to ensure the region implements the optimum solution.

Consequently, in February 2018 the Comox Valley Sewage Commission passed a motion to undertake a detailed analysis of alternatives and consult further with municipal staff and other stakeholders regarding possible alternative forcemain alignments from the Courtenay Pump Station to the CVWPCC.

LWMP PROCESS

The CVRD is currently proceeding with the Greenwood and Hudson Trunk projects, which are both due to be finished construction in 2018, but has put the Comox No.2 project on hold, to identify and assess other pumping and forcemain options. It is this review and options development that is a core element of the conveyance portion of this LWMP.



Comox Valley REGIONAL DISTRICT

Comox Valley Sewerage Service Infrastructure

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Comox Valley REGIONAL DISTRICT

Briefing note

COMOX VALLEY SEWERAGE SERVICE LIQUID WASTE MANAGEMENT PLAN / TREATMENT
November 8, 2018

WHAT IS TREATMENT?

In the wastewater context, "treatment" is the collective process of removing the "waste" from the "water", to make the water safe to return to the environment.

There are numerous different technologies to accomplish this treatment process, ranging from septic systems to conventional aerobic biological treatment to specialized physical/chemical treatments for industrial wastes.

Treatment plants can be built to any size but there are significant economies of scale with larger treatment plants. Thus, as communities grow, the normal approach is to expand the size of treatment plants, rather than the number of treatment plants.

The quality of treatment is normally dictated by the receiving environment for the treated water, and the standards for treatment quality are set by the Provincial Ministry of Environment and Federal Department of Fisheries and Oceans Canada. Generally, discharge to ocean requires a lower standard of treatment than discharge to freshwater streams and lakes. This is primarily due to the large dilution available in ocean waters while inland streams have much lower dilutions.

Special circumstances of the receiving environment may dictate special treatment measures such as where discharge occurs into shellfish growing areas, or near-landlocked basins or lakes (e.g. Okanagan Lake), or sensitive rivers (e.g. Cowichan River), or even estuaries (e.g. Saanich Inlet).

Generally, the standards for treatment have increased over the past century, as improvements in environmental knowledge show adverse effects of low level treatment, and improvement in technologies has enabled the implementation of higher levels of treatment.

CVRD CONTEXT

The Comox Valley Water Pollution Control Centre (CVWPCC) was primarily constructed in 1984 and treats wastewater from approximately 20,000 households (40,000 people) in the Comox Valley, discharging an average daily flow of 17,000 m^3 to the ocean via a 3 km outfall. The facility is classified as a Class IV (the highest of four classes) treatment facility and consists of primary and secondary treatment for ocean discharge, and biosolids dewatering.

Upgrades are required to the treatment plant to;

1. Improve effluent quality to comply with changing provincial and federal regulations,
2. Increase capacity for future population growth.

A capacity assessment of the CVWPCC and outfall was completed in 2016. The report reviewed phased upgrades to the plant to increase capacity to accommodate growth, replace outdated equipment that is no longer functioning as intended and comply with changing regulations. A portion of these recommended upgrades are already underway and will been completed in 2018 and therefore excluded from the Liquid Waste Management Plan (LWMP) process. These include

upgrades to the odor control system and the construction of an effluent equalization basin. The remaining recommended treatment upgrades for quality and capacity will be assessed as part of the LWMP scope.

LWMP PROCESS

The LWMP process is centered around identifying treatment needs for the longer term – typically twenty to thirty years – and then developing options to meet these needs.

The TACPAC will consider various scenarios for;

- Future population growth within the Comox Valley Sewerage Service area,
- Changes to demographic and climatic situations,
- Changes in water consumption patterns,
- Changes to treatment standards,
- Community aspirations for wastewater treatment.

From consideration of these needs and wants, the goals and objectives and criteria for future treatment will be developed.

The Technical Consultants will then develop various treatment scenarios that can meet these goals for consideration by the TACPAC through the long and short list process, culminating in the selection of a preferred option or "scenario". It is important to note that for a long-term plan, some of the improvements will happen in the medium or long term, and that detailed aspects of upgrades do not need to be decided at present.

The finalized plan for long term treatment upgrades, effluent management and financing of the upgrades will then form the core of the LWMP.

Comox Valley REGIONAL DISTRICT

Briefing note

COMOX VALLEY SEWERAGE SERVICE LIQUID WASTE MANAGEMENT PLAN / RESOURCE RECOVERY
November 8, 2018

WHAT IS RESOURCE RECOVERY?

Wastewater treatment is traditionally regarded as a "pollution control" issue, hence the name of the Comox Valley Water Pollution Control Centre (CVWPCC). Simply put, the objective is to remove as much of the "waste" from the "water" as possible. This results in water that is clean enough to return the receiving environment, and a concentrated waste – the biosolids – that undergoes further "pollution control" treatment before it too is returned to the environment.

The concept of resource recovery is to extract beneficial resources from the treatment process that can then be re-used locally. The most obvious example is the water itself, for use as "reclaimed water", but there are also other possibilities, such as nutrient and energy recovery. In effect, resource recovery changes the view from dealing with "waste streams" that must be treated, to looking for "raw resources" that can be refined into useable products.

With wastewater treatment, it is often the case that minor changes or additions to the treatment process allow for specific recovery of specific resources. Thus, it is appropriate to look for resource recovery opportunities as part of any long-term planning process.

THE LIQUID WASTE MANAGEMENT PLAN (LWMP) CONTEXT

The provincial LWMP guidelines (section 5.7) require consideration of reclaimed water as part of the planning process:

> Sewage that is appropriately treated for a direct designated use can be, in some cases, beneficially used as reclaimed water. Potential uses for reclaimed water should be identified in a LWMP. The use of reclaimed water will offset demand on the potable water supply system, and may eliminate or defer the need to expand the water supply system. The use of reclaimed water dictates the need to jointly plan water, sewer, and drainage systems to ensure the development of an optimum long term plan.

It is important to note that he Comox Valley Regional District (CVRD) is not required to implement resource recovery, but is required to study it. If advantageous opportunities are identified that are economically, environmentally and/or socially beneficial, then these can be included as part of future treatment upgrades.

STUDY PROCESS FOR THE CVRD LWMP

For this LWMP the process, studying resource recovery follows the general LWMP process;

1. Identify the potential resources that can be recovered. Examples include;
    a. Water,
    b. Heat energy, from warm wastewater,
    c. Biogas energy, from biosolids,
    d. Carbon, from the biosolids,
    e. Phosphorus,
    f. Others.

2. Identify potential users of the recovered resources. Examples include;
    a. The CVWPCC itself, e.g. using recovered heat for space heating,
    b. Agriculture, for use of water and nutrients,
    c. Industrial uses of water,
    d. Environmental uses of water – e,g, water for maintaining wetlands and streams,
    e. Uses for processed biosolids –landscaping, agriculture, other.
3. Identify the treatment steps required for the various resource recoveries.
4. Evaluate and rank the possibilities – are there any worth pursuing?
5. Detailed study of preferred options.

It is important to note that some resource recovery opportunities that are deemed not presently viable, may become viable in the future. A common example is where there are no existing uses for reclaimed water, but if it was available, a water reliant business such as agriculture or certain industries might set up in the area or intensify/expand existing operations if they know the resource will be available. Thus resource recovery can be become part of economic development planning. In the special case of agriculture, reclaimed water is a "drought proof" water supply and thus can facilitate high value irrigated farming that may not be viable if dependent on seasonal rains.

The opportunities to use the recovered resources primarily occur within the local community. Thus, the TACPAC will be relying on the public members for local knowledge as to where and how they might be used. It is a great example of how the combination of community input and technical expertise can identify yield productive results.

Comox Valley Sewerage System Liquid Waste Management Plan

Public Consultation Plan

June 2018
Updated November 2018

Comox Valley Regional District

comoxvalleyrd.ca

CONTENTS

1.0 Introduction

This document outlines the approach for public consultation during the development of a liquid waste management plan (LWMP) for the Comox Valley Sewerage System (the System) works, including conveyance system components and upgrades to the Comox Valley Water Pollution Control Centre (the Treatment Plant).

The two primary objectives for a LWMP are:

1) To protect public health and the environment, and

2) To properly consult the public.

The strength and rigor of the required public and stakeholder consultation, along with final approval of the plan by the Ministry of Environment, will allow for the selection and implementation of the best long-term solutions for the System. The process will generate community and stakeholder confidence, while also providing the appropriate regulatory and borrowing authorizations.

1.1 BACKGROUND

Wastewater from the City of Courtenay and Town of Comox is transported to the Treatment Plant through a large diameter forcemain that follows the shoreline from the Courtenay River estuary to Goose Spit, along Willemar Bluff and then on to the plant. The section along Willemar Bluff has deteriorated and poses significant environmental and operational risks.

Studies to address those risks led to the development of the Comox No. 2 Pump Station project – a planned re-routing of the at-risk pipe away from the beach which was further supported during the sewer master planning process.

In 2017, the Comox Valley Regional District (CVRD) carried out an indicative design process for delivery of the Comox No. 2 Pump Station project, finding that:

- Capital and lifecycle costs associated with the project would be significantly higher than previously understood.
- Addition of an inline booster style pump station would increase the risk of overflow at the Courtenay and Jane Place pump stations.
- Given the revised cost estimates, there may be a more cost-effective solution to rerouting this portion of pipe.
- The condition of the foreshore forcemain, including the Willemar Bluff section, is better than expected, offering additional time to ensure the region implements the optimum solution.

In October 2017, after reviewing the above findings, the Comox Valley Sewage Commission (Sewage Commission) directed staff to review alternative options to the

Comox No. 2 Pump Station project to identify the lowest risk and most cost-effective conveyance solution, one that inspires confidence and buy-in from stakeholders.

The CVRD is committed to ensuring that long term planning for the service considers the best approach for the full System, not solely the high-priority Willemar Bluff (Balmoral Beach) portion of pipe. As a result, an LWMP has been selected as the best planning tool moving forward – offering both a comprehensive planning opportunity as well as one that prioritizes public involvement in determining solutions.

1.2 CONSULTATION AREA AND TARGET AUDIENCE

The LWMP will be developed for the System, inclusive of the conveyance system and the Treatment Plant. As the scope will address the current system only, which serves the City of Courtenay, Town of Comox, CFB Comox, and K'ómoks First Nation, and much of the equipment is located in Electoral Area B, the consultation area will include those municipalities and the portions of Area B located near System infrastructure.

Target audiences for LWMP public consultation activities include:

- K'ómoks First Nation
- Property and business owners in the Comox Valley Sewerage System service area, Lazo, and portions of Area B nearby System infrastructure
- Department of National Defence/CFB Comox
- Environmental stewardship organizations
- Industry associations

1.3 REGIONAL INTERESTS

Regionally, interest in the LWMP process will be centered on:

- The long-term viability of the System, and the importance of reliable infrastructure to continued growth in the area.
- Protecting the marine environment by preventing spills and ensuring compliance with environmental standards.

Also, between 2014 and 2016, the first two phases of an LWMP were developed for the CVRD's Electoral Area A (excluding Denman and Hornby Islands). The proposal to proceed with the implementation of a South Region Wastewater System was defeated in a referendum in 2016. The environmental issue in the area continues to persist and has led to interest in delivering wastewater from Area A to the Treatment Plant.

At their May 2018 meeting the Sewage Commission agreed to support in principle the concept of receiving Area A wastewater subject to assessing concerns relating to governance, cost implications and regulations. At the same meeting, the Commission directed staff to assess the impact of accepting Area A wastewater through the Comox Valley Sewerage System LWMP process.

Staff do not expect the potential inclusion of Area A service to make any significant difference to the selection of conveyance alternatives to the Comox No2 Pump Station.

1.4 STUDY PROCESS

The LWMP process is a prescribed approach used by many local governments in BC to develop a wastewater management strategy for their communities. It is traditionally a three-stage process, consisting of the following steps:

1) "Identify" - Set the goals, determine the baseline conditions, develop a long list of options, and pare down to a short list
2) "Evaluate" - Identify any required environmental or technical studies, feasibility study of the short listed options, and select the preferred option
3) "Adopt" - Detailed study of the selected option, develop the financing and implementation plans, approval of the completed plan.

The LWMP process allows combing of two stages into one, where appropriate and advantageous. Given the amount of engineering work already done, staff recommend combining stages one and two in order to advance the process efficiently.

While much engineering work has already been completed, the LWMP involves key steps that create critical opportunity for public engagement. These include the creation of public and technical advisory committees, setting of "outcomes goals", review of existing information, development of service options, identification of a preferred option, completion of environmental condition and risk studies, and assessment of financial and implementation plans.

2.0 Public Consultation Framework

A successful LWMP requires extensive public consultation. This framework outlines proposed engagement for the process.

2.1 PRINCIPLES

The following principles will guide public consultation throughout the LWMP process:

- Follow IAP2 Spectrum of Public Participation – This acknowledged best practice of public engagement (inform, consult, involve, collaborate, empower) will guide consultation.
- Meet provincial LWMP Requirements– The specific requirements of the LWMP process ensure meaningful input is sought from the public – these will guide consultation plans.
- Support the work of the LWMP Technical Consultant/Engineer - Public consultation will support and align with the efforts of the technical consultant.

- Demonstrate transparency and competency in planning – By openly sharing information and working through planning and decision-making processes with interested and affected parties.
- Offer options for community involvement– By using a range of tools, the public will be able to engage in a method that suits them.

2.2 OBJECTIVES

- Provide information about the process of engagement and tools to be used.
- Offer opportunities for active public involvement.
- Clearly explain how feedback will be received and considered.
- Create a record of engagement at the end of the process
- Demonstrate how engagement was considered and how input influenced final decisions.

2.3 TEAM ROLES

The development of the technical portion of the LWMP will be managed by the CVRD's Engineering Department with the support of consulting engineers and an independent facilitator to assist with moderating meetings.

The CVRD's Operational Communications, with support of communications consultants and a public engagement facilitator will plan, deliver and manage the public engagement and community outreach portion of the LWMP development work.

Management of the Public Advisory Committee (PAC) will primarily be led by the Engineering Department with the support of consulting engineers and an independent facilitator to assist with moderating meetings.

2.4 CONSULTATION MILESTONES AND ESTIMATED TIMELINE

DATES	PROJECT MILESTONES
May-Aug 2018	**1. Educate the public about wastewater in the CVRD** • INFORM – provide information via advertising and website • INVOLVE – host a facilitated workshop for public to start discussion with public about the sewage system and value decisions around planning, support with online consultation.
Nov 2018	**2. Kick-off LWMP** • INFORM – public open house to introduce the LWMP process and public consultation options • COLLABORATE – introduce public and technical advisory committee (PAC/TAC).
Nov-Dec 2018	**3. Establish LWMP Goals and Objectives** • COLLABORATE – PAC/TAC meetings, goals and objectives established • CONSULT – host a facilitated workshop for public to review goals and objectives, support with online consultation.
Jan-Mar 2019	**4. Develop Long List of Options** • COLLABORATE – PAC/TAC meetings, long list established, reviewed and evaluated to select short list. • CONSULT – host a facilitated workshop for public to review and rank long list options, support with online consultation.
Mar-June 2019	**5. Study Short List of Options** • COLLABORATE - PAC/TAC meetings for feasibility study of short list options, additional technical studies as required. • COLLABORATE – PAC/TAC review, evaluate and rank options • CONSULT – host a facilitated workshop for public to review and rank short list, support with online consultation.
Fall 2019	**6. Present Preferred Solution*** • Sewage Commission signs off on preferred solution • INFORM – host public open house to present preferred solution to community. Report on feedback obtained from public consultation process, supported by online discussion forum.

**Conveyance components may be split from remaining LWMP processes once preferred conveyance solution is selected. Communications support for a separate assent process will be coordinated as details are confirmed.*

Fall 2019/ Winter 2020	**7. Completing Stage 1&2 - Working Towards Final Draft Report** • COLLABORATE – PAC/TAC meetings to refine draft • COLLABORATE - submit LWMP stages 1 and 2 final report and Environmental Impact Studies to Ministry of Environment for review.
Winter 2020	**8. Develop Draft Stage 3 Report** • INVOLVE – PAC/TAC meetings, review Ministry feedback, develop implementation and financing plans • CONSULT – facilitated session for community input on implementation and financing, supported with online consultation • COLLABORATE – PAC/TAC considers community input and refines draft to develop final report and all supporting documents.
Spring 2020	**9. LWMP Completion** • Sewage Commission approves Stage 3 Final Report • COLLABORATE – submit Stage 3 final report to Ministry of Environment • INFORM – provide final report to the community, report back to participants/ community on public consultation value, results and affect.

3.0 Consultation Methods and Tools

Multiple complementary consultation approaches will be used to ensure the public has many opportunities to be informed and engage/provide input in a meaningful way in a format that is convenient for them.

3.1 ONGOING

3.1.1 PROJECT WEBSITE

The project website will be the central location for project information and details of how the public can engage with the LWMP process. It will be the hub for accurate, timely information about the process and the link to the online consultation/discussion tool and will include:

- Up-to-date project information
- Link to online consultation/discussion forum
- Calendar of public events, PAC/TAC meetings
- Resource materials (eg Glossary, FAQs, staff reports, studies)

3.1.2 ONLINE CONSULTATION/DISCUSSION FORUM

The CVRD's online consultation/engagement platform, Connect CVRD, offers the public the opportunity to engage when it is convenient for them, broadening the consultation reach through ease of access. The platform is very intuitive, easy to use, allows for public debate, discussion and comment and is moderated 24/7 ensuring questions are answered promptly and discussions are managed in a constructive and respectful tone. Connect CVRD also measures participant engagement, distinguishing between aware, informed and engaged users.

To encourage public participation an engagement strategy will be executed, inclusive of the following actions:

- Issuing a news release about the Connect CVRD platform launch
- Targeted advertising and social media push to support launch and get residents registered on the site
- Radio advertisements with a call to action for residents to join the conversation.

3.1.3 SOCIAL MEDIA

Using the CVRD's Facebook and Twitter accounts, brief, shareable updates will be regularly provided. Any social media updates will link to the online consultation/discussion forum, where commentary and questions will be monitored. The goal will be to provide information as new information is available and project milestones are achieved.

3.1.4 PUBLIC ADVISORY COMMITTEE (PAC)

As part of the LWMP process, a PAC will be established that connects interested and affected parties, environmental and business organizations to the project. They will be tasked with gathering and relaying public feedback. Information gathered via the public consultation process will support the PAC in its work.

To encourage participation via the PAC and ensure the right people are at the table, active recruitment will be undertaken from:

- General public, with the goal of fair representation from interested and affected parties, across geographic areas, and from those with relevant experience
- Business organizations, such as Business Improvement Associations (BIAs) and the Chamber of Commerce
- Environmental organizations, such as the Comox Valley Conservation Partnership.

3.1.5 PHONE/EMAIL LOGS AND COMMENT SHEETS

Project team members will be provided with phone/email logs, where they will record comments or questions received from members of the public. Comment sheets will also be made available at all open houses/public events/presentations, to encourage ease of feedback from event participants.

3.1.6 TRADITIONAL MEDIA

Traditional media channels (radio, print and television) will be used as appropriate to keep the public informed as project milestones are achieved. The focus of any advertisements, news releases, and media outreach will be to direct the public to opportunities (open houses/public events and Bang the Table) where they can learn more about the LWMP process and provide comment/input.

3.2 MILESTONE-SPECIFIC

3.2.1 OPEN HOUSES AND PUBLIC EVENTS

Facilitated sessions and public open houses will be held during the LWMP process. These will mark important milestones in the development of the plan, including preliminary education, launch, long list of options, shortlisting proposed options, presentation of preferred solutions, and presentation of financing requirements and implementation schedule.

One example of such an event is a public tour of the Treatment Plant at Brent Road, and possibly the pump stations – these events encourage public involvement and increase knowledge of wastewater matters in general.

These events are effective for consultation purposes or sharing large amounts of information and offering the opportunity for the public to meet with members of the project team to have their questions answered or seek specific information.

3.2.2 PROMOTIONAL MATERIALS

Using tools like advertising or handouts, promotional materials will be used specifically as the LWMP process is launched, in order to draw attention to the opportunity for involvement and explain the process which will roll out as the planning begins.

3.2.3 INFORMATIONAL MATERIALS

Easy to read materials will be provided both in hard copy and online to assist in explaining the background and ongoing work related to the LWMP. This information will be designed for ease of reading and written with the general public as the target audience. Examples include project display boards, FAQs, project backgrounders/pamphlets, glossary.

3.2.4 NEWSLETTERS

Newsletters will be produced to update residents when project milestones are achieved. These newsletters will be distributed via post or email to interested and affected parties and stakeholders and will also be made available online and at the public open houses. The newsletters will include project contact information should recipients have questions and directions on how to participate in the online consultation/discussion forum.

4.0 Outcomes and Products

PUBLIC CONSULTATION REPORT

The proceedings of consultation activities will be documented and available to regulators and members of the public at the conclusion of the LWMP process. It will include:

- Overview of consultation activities
- Listing and samples of informational materials created and provided to the public, interested and affected parties and stakeholders
- Record of consultation reach and participation
- Synopsis of feedback themes, trends and findings
- Summary of incorporation of public feedback in the final plan

COMMENT LOG / INPUT RECEIVED

All input/comments received, including comment logs, will be provided to the CVRD in their raw form at project end, to form part of the official record of the public consultation process.